

## Malden Retirement System (MRS)

Position: Membership Coordinator  
Hours of Work: M, W, TH 7:45-5PM, TU 7:45-7:00 (1 hour lunch)  
Salary: \$45,000-\$55,000 commensurate with experience

### **GENERAL STATEMENT OF DUTIES AND RESPONSIBILITIES:**

Assist new members with completing membership forms and counsel all new members regarding enrollment requirements and advises them on any buybacks and/or transfers of prior retirement system data to MRS. Manages the membership database and processes member refunds, transfers-out and transfers-in. Performs general receptionist duties and assists in the daily office operations of the MRS. This position requires the handling of confidential information.

### **SUPERVISION RECEIVED:**

Works under the general supervision of the Retirement Director.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES:**

#### **Maintains Membership Files:**

- Enters new members in database and sets up files for each.
- Scans pertinent documents on all members into retirement software.
- Responsible for insuring that members with prior service in another Massachusetts retirement system have their accounts transferred to MRS posted accordingly.
- Works with members to calculate Veteran's Military buybacks.
- Uploads and posts payroll deductions from all retirement Units.
- Uploads and posts payroll member transfer in data from all outside retirement systems.
- Reviews and updates member files from personnel action forms received.
- Processes all refunds and transfers out on terminated members.
- Mails members' annual statements and reviews responses for any changes or updates.
- Verify lien status on members with the MASS DOR. • Assist Administrator with year-end closing.
- Reviews and updates member files from personnel action forms received.

- Processes, mails, and tracks retiree and survivor biennial affidavits.

**Other Job Responsibilities:**

- Assist Retirement Director with Board Member elections.
- Annually prepares and mails inactive member letters and follows up with inactive members.
- Answers main phone line and distributes calls as appropriate.
- Responsible for member/retiree customer service. • General correspondence and member requests (ie. beneficiary changes, etc.).
- Prepares monthly supplementary schedule.
- Prepares retirement benefit estimates at request of members of MRS.
- Prepares excel spreadsheet data for tracking member annuity deductions
- Prepares standard retirement correspondence letters at the request of the Retirement Director.

**Education and Experience:**

Must have at least High School diploma or equivalent; one to three (1-3) years of office experience; or an equivalent combination of education and experience.

**Knowledge, Abilities and Skills****Knowledge:**

Knowledge of office procedures, computer programs and equipment in support of department operations. Knowledge of state laws (MGL Chapter 32) pertaining to Massachusetts retirement administration. Knowledge of technology including but not limited to office software (word processing and spread sheet applications) and the use of email and the Internet in support of department operations.

**Abilities:**

Ability to plan and prioritize work, and to perform multiple tasks in a timely and accurate manner; ability to work independently and be self- motivated.

**Skills:**

Proficient customer service skills; proficient written and oral communication skills. Proficient data processing, business mathematics, analytical, bookkeeping, and personal computer keyboarding skills.

Interested persons should submit a cover letter and resume to:

James M. Ryan, Retirement Director  
Malden Retirement System  
215 Pleasant Street, 5<sup>th</sup> floor  
Malden, MA 02148

**Deadline: This position shall remain open until a qualified applicant is obtained.**

Or via e-mail to:	<a href="mailto:Jryan@maldenretirement.org">Jryan@maldenretirement.org</a>
-------------------	--

The Malden Retirement System is an Affirmative Action Equal Opportunity Employer. A background and reference check may be performed.